

INFORMATION DISCLOSURE CITATION
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Atty. Docket No. 07442-0010-02000		Serial No. 09/540,401	
Applicant	James L. BONEY et al.		
Filing Date	March 31, 2000 Group: 3712		
U.S. PATENT DOCUMENTS			
Examiner Initial*	Document Number	Date	Name
CH	5,311,422	05/10/94	Loftin et al.
CH	5,441,415	08/15/95	Lee et al.
CH	5,544,305	08/06/96	Ohmaye et al.
CH	5,577,186	11/19/96	Mann, II et al.
CH	5,655,086	08/05/97	Jury et al.
CH	5,727,950	03/17/98	Cook et al.
CH	6,154,631	11/2000	Remschel
CH	5,882,206	03/1999	Gillio
CH	6,074,213	06/2000	Hon
FOREIGN PATENT DOCUMENTS			
	Document Number	Date	Country
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)			
Examiner	Chanda Harris		Date Considered 8/21/01
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Examiner Initial*	Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate	
CH	6,064,856	05/16/00	Lee et al.				
CH	5,170,362	12/08/92	Greenberg et al.				
CH	5,823,781	10/20/98	Hitchcock et al.				
CH	5,002,491	03/26/91	Abrahamson et al.				
CH	5,310,349	05/10/94	Daniels et al.				
FOREIGN PATENT DOCUMENTS							
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OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
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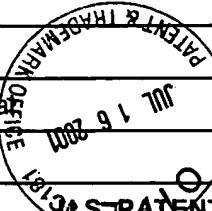
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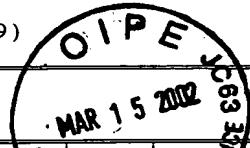
Atty. Docket No. 07442-0010-02000		JUL 18 2001 U.S. PATENT & TRADEMARK OFFICE		Serial No. 09/540,401		
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U.S. PATENT DOCUMENTS						
Examiner Initial*	Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate
CH	4,609,358	09/02/86	Sangster	—	—	—
CH	4,785,472	11/15/88	Shapiro	—	—	—
CH	5,823,788	10/20/98	Lemelson et al.	—	—	—
CH	5,915,973	06/29/99	Hoen-Saric et al.	—	—	—
CH	6,074,216	06/13/00	Cueto	—	—	—
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CH	6,154,631	11/28/00	Remschel	_____	_____	_____
CH	4,715,818	12/29/87	Shapiro et al.	_____	_____	_____
CH	4,652,240	03/24/87	Wackym	_____	_____	_____
CH	5,782,642	07/21/98	Goren	_____	_____	_____
CH	4,295,831	10/20/81	Matt	_____	_____	_____
FOREIGN PATENT DOCUMENTS						
	Document Number	Date	Country	Class	Sub Class	Translation Yes or No
CH	WO 99/33041	07/01/99	WIPO	_____	_____	_____
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)						
CH	Lefkowitz, L.S., et al.; "A Knowledge-Based Intelligent Tutoring System for Telephone Operations Support Systems"; Proceedings of the International Conference on Communications (ICC), U.S., New York, IEEE; May 23, 1993, pages 1880-1884					
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U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. 201969/181	SERIAL NO. 09/540,401
INFORMATION DISCLOSURE STATEMENT BY APPLICANT			
(use several sheets if necessary)			
(PTO-1449)	APPLICANT James L. Boney et al.		
	FILING DATE March 31, 2000	GROUP ART UNIT	



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EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
CH	4,798,543	Jan. 17, 1989	Spiece			
CH	4,909,739	Mar. 20, 1990	Ladner et al.			
CH	5,870,768	Feb. 9, 1999	Hekmatpour		10	
CH	5,920,838	Jul. 6, 1999	Mostow et al.		8700	MAR 19 2002
CH	5,991,693	Nov. 23, 1999	Zalewski			RECEIVED
CH	6,033,226	Mar. 7, 2000	Bullen		MAIL ROOM	
CH	6,041,343	Mar. 21, 2000	Nguyen et al.			
CH	6,099,317	Aug. 8, 2000	Bullwinkel et al.			
CH	6,099,320	Aug. 8, 2000	Papadopoulos			
CH	6,157,808	Dec. 5, 2000	Bollingsworth CH 11/15/02			
CH	6,164,974	Dec. 26, 2000	Carlile et al.			
CH	6,193,519 B1	Feb. 27, 2001	Eggert et al.			
CH	6,196,846 B1	Mar. 6, 2001	Berger et al.			

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EXAMINER

Chanda L. Harris

DATE CONSIDERED

November 15, 2002

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U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT BY APPLICANT <small>(use several sheets if necessary)</small> <small>(PTO-1449)</small>	ATT. DOCKET NO.	SERIAL NO.
	201969/181	09/540,401
	APPLICANT	
	James L. Boney et al.	
FILING DATE	GROUP ART UNIT	
March 31, 2000		

A circular stamp with "U.S. PATENT AND TRADEMARK OFFICE" around the perimeter. The center contains "MAY 20 2002" and "JC11".

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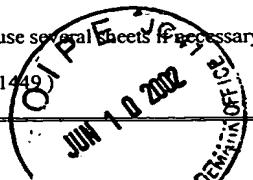
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		FILING DATE March 31, 2000	GROUP ART UNIT TECHNOLOGY CENTER 3700 JUN 14 2002



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EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
CH	09/365,243		Slattery et al.			7/30/99
CH	09/364,045		Slattery et al.			7/30/99
CH	09/364,046		Slattery et al.			7/30/99
CH	09/364,047		Slattery et al.			7/30/99
CH	09/364,048		Slattery et al.			7/30/99

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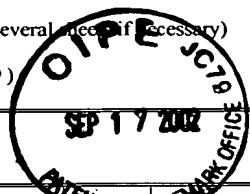
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